DOE iPad Update

*To ensure your DOE iPad is up-to-date and ready for Remote Learning, the following steps* ***must be complete before,*** *September 16, 2020:*

1. **Turn on your iPad.**

If your iPad has been turned off all summer, you must turn it on and charge it, if needed.

1. **Reset your internet connection.**

To do this, turn Airplane Mode on and off:

* 1. Tap the Settings app.
  2. Find the Airplane Mode button.
  3. Turn Airplane Mode on for ten seconds (the button will turn green).
  4. Turn Airplane Mode off and wait until your iPad reconnects to the internet. When it’s connected, you will see the connected icon at the top of your screen.
  5. Test your internet connection by going to [***schools.nyc.gov***](https://www.schools.nyc.gov/)

1. **Update *Zscaler*.**

*Zscaler* is a content-filtering application that ensures your child uses the internet safely and in accordance with the DOE’s safety policy. To update the app is easy:

* 1. Tap the Zscaler icon.
  2. Once open, Zscaler will automatically sign you in and register your device.
  3. Wait for the “Service Status” to say “ON.” This can take up to a minute.
  4. Close Zscaler.

1. **Sign into the Learn at Home app.**

This is a DOE app that allows you to access remote learning tools and to receive important notifications from the DOE. To sign-in:

* 1. Tap the Learn at Home app icon on the main screen.
  2. Sign in with your child’s @nycstudents.net *username* (the part before *@nycstudents.net*) and password.

*\*New Feature\**

Your DOE iPad is now a hotspot. This means other devices can connect to your DOE iPad and access the internet:

* To enable your iPad’s hotspot.

1. Tap the Settings app.
2. Find the Personal Hotspot button and tap it.
3. Select Allow Others to Join.
4. Other devices can now connect to your iPad’s hotspot.

*Need more help?*

*DOE Service Desk will be available for additional technical support at: (718) 935-5100.*